

Change Auditor and On Demand Audit Customer Assurance

Description

The Change Auditor Customer Assurance Services Offering is designed to guide Customer through the steps necessary to start effectively using Change Auditor and On Demand Audit platforms. Regular reviews will ensure configuration and usage remain aligned with current functionality as well as best practices.

Approach and Activities

Quest will schedule up to five (5) sessions, over the course of 3 weeks to guide Customer through onboarding. Subsequently, Quest will schedule regular (generally once per monthly) assurance sessions. The below activities will be completed, though the specific session agenda may vary based on pace of progress.

- Planning
 - Quest will host one planning session up to 2 hours with Customer to verify environment readiness and establish the base deployment architecture, during which Quest and Customer may discuss:
 - Review Project Scope and Activities
 - Overview of Customer Environment, Requirements, and Goals
 - Best Practices for Change Auditor and On Demand Audit
 - Verify environment preparedness and prerequisites
- Installation
 - Quest will assist Customer with installation of Change Auditor components and services on designated server(s) in accordance with the deployment architecture defined during the planning session.
 - Review and verify installation pre-requisites & permissions.
 - Install Change Auditor and deploy agents.
 - Using the Change Auditor Client, verify successful communication with the AD Forest and servers with agents installed.
 - Register and integrate On Demand Audit.
 - The Installation phase will be completed when both (1) Change Auditor has been installed on the server(s) designated in the planning phase document with communication with the applicable AD Forest and server; and (2) On Demand Audit has been registered and integrated with Change Auditor.
- Configuration
 - Quest will aid Customer with configuration of Change Auditor and On Demand Audit, according to the deployment architecture identified during the planning session.
 - Configure coordinators (up to 5)
 - Configure security groups (up to 10)
 - Deploy auditing agents (up to 10)
 - Define event auditing
 - Create auditing templates and filters (up to 5 each)

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- Create custom searches and reports (up to 5 each)
- Create AD, Mailbox and File Object Protection Templates (up to 10)
- Configure which Azure tenants to audit (up to 5)
- Demonstrate enabling and disabling Change Auditor event forwarding to On Demand Audit
- Configure integrations with GPOAdmin, Recovery Manager, Active Roles, Security Guardian, and IT Security Search (as applicable)
- Testing
 - Quest will participate in functional testing of Change Auditor based on configuration completed with Customer in the Configuration phase. The goal of this step is to give Customer personnel practical experience using Change Auditor.
 - Creating, running and view reports
 - Verify that Object protection templates are working as designed
 - View forwarded Change Auditor events in the On Demand Console
 - Verify successful integration with other Quest platforms
- Knowledge Transfer
 - Quest will provide guidance to Customer by performing a knowledge transfer and product overview of the Change Auditor components and services implemented into Customer's environment throughout the course of the engagement. If requested, Quest may conduct an additional knowledge transfer session (up to 4 hours) which may include:
 - Review the items configured during the engagement
 - Verify Customer can run, create and view Audit reports.
 - Description of integration with other Quest offerings.
 - Introduction of Support resources
- Assurance
 - Quest will conduct regular, scheduled sessions once per month during the subscription year with Customer to ensure Customer's ongoing alignment with best practices, product updates, and lessons learned. Topics addressed may include:
 - Upgrade to current version of products
 - New and/or updated features and functionality
 - Updates to best practices and recommendations for Customer
 - Additional use cases and new integrations
 - Customer questions and configuration updates

Prerequisites and assumptions

Customer agrees to cooperate with Quest in its delivery of the Services. Customer agrees to the following:

- Customer will ensure that adequate licensing for On Demand platform and Microsoft platform are in place prior to beginning of engagement.
- Customer to commit a technical resource for the working sessions with adequate authority to conduct the migration.
- All activities will be performed remotely utilizing Quest provided web and voice conferencing.
- Customer will collaborate with Quest to schedule sessions within the two weeks following purchase.

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SKU

PCA-NPO-PP	Change Auditor Hybrid Customer Assurance
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